1 document. That's separate.

2   MR. LAKRITZ: Wait a second.

3   Someone else had their hand up earlier.

4   Michael?

5   MR. HURST: Yes. You know, as we approach

6 these different themes, we're going to be asking some

7 of the same questions.

8   What we'd like to see is a functional block

9 diagram of the billing process which shows the order,

10 the flow of information of the basic processes, and

11 where there are databases that are accessed, we'd like

12 to have those identified on this functional block

13 diagram and have a description of whether the employee

14 accessing that database has realtime access to it while

15 the customer is on line, or whether they have to put in

16 a request for information.

17   And in the billing area this has a

18 particular -- what we're interested in here is when you

19 have a billing dispute with a customer and they call in,

20 what billing information is available to the Pacific

21 employee, what usage information is available to them

22 to try and tell this customer what their bill is or has

23 been or what their current level of usage is?

24   Do they access a realtime database?

25   If they don't, you know, what do they have

26 access to, and how old is the data that they have

27 on their screen when they're talking to the customer?

28   And if you can contrast that with what you

1   intend to provide the CLECs: Will the CLECs have the

2   same range of data when they're talking directly to the

3   customer?

4   The other thing we're going to be asking

5   in these two areas is metrics, what kind of metrics

6   Pacific uses to measure its performance in this.

7   So do you have -- for example, when a

8   representative gets a billing dispute inquiry from a

9   customer, what is the response time to that query?

10   What is your expectation?

11   What do you set up as a metric within the

12   company for that stuff?

13   And we'd like in this functional block

14   diagram. To the extent there are metrics that measure

15   your expectation of performance, we'd like to see that

16   those, and some of the data that we think -- some of the

17   -- we'd like to see in the functional block diagram,

18   the kind of -- not just usage data, but to the extent

19   that you measure call attempts, completed calls, use of

20   CLASS custom features, information service provider

21   calls, IXCs' specific access usage, directory assistance

22   calls via ILEC provided services; Centrex station level

23   detail records, completed flat rate calls where the ILEC

24   may not record that information.

25   So what we're -- so what we're trying to get

26   to is, is that kind of information available to

27   your service reps when a customer calls in, and if it

28   is, on what basis; a realtime basis, or do they have to

1   go query somebody to get it.

2   MS. JONES: So you are not asking this now?

3   MR. HURST: No, I'm not.

4   In the description I heard those things

5   weren't included so that's why I'm raising the point

6   now.

7   MS. HOWARD: I want to clarify something.

8   Mike, are you suggesting that we talk about

9   the performance measurements for our systems getting

10   feedback to the rep, or of the rep getting feedback

11   to the customers, or both?

12   MR. HURST: The performance of the rep with respect

13   to the customer.

14   What is your expectation for resolving a

15   dispute, a billing dispute with a customer, and what

16   information does the rep have for resolving that

17   dispute.

18   MS. HOWARD: The reason I was asking that is

19   because the rep really isn't the OSS, the system is

20   the OSS, and so I just want to make sure we keep

21   those areas clean.

22   MR. HURST: Well, part of billing is resolving

23   billing disputes, all right, and someone does that.

24   And so what we want to know is when

25   Pacific Bell sets up this system, what is its

26   expectation in terms of resolving disputes with

27   customers?

28   Do you have a time frame within which a rep

1   has to get information together and get a response back

2   to the customer, and how do they get that information

3   together?

4   Do they have realtime access to databases

5   while the customer is on the line or not?

6   And so we're asking about your system and

7   how it's set up for you.   ]

8   MR. LANGLEY: Yeah. I'd like to make a comment

9   that what you're talking about are measures of quality

10   performance issues and not system -- Operational Support

11   System issues.

12   How you set those up within your system is

13   your choice in terms of what you measure and how you

14   measure.

15   That's not an Operational Support System

16   issue; it is a performance issue; and we need to

17   separate those.

18   MR. LAKRITZ: Okay. One second.

19   Let's go off the record for a moment, please.

20   (Off the record)

21   MR. LAKRITZ: We'll be on the record, please.

22   In an off-record discussion we -- there was

23   some debate between the parties as to what types of

24   information needed to be provided with respect to how

25   quickly the incumbent Customer Service Representatives

26   can answer billing disputes.

27   Mr. Hurst for AT&T had asked some questions in

28   that area.

1   I now believe that Pacific Bell was going to

2 summarize the question to be sure they understood it.

3   MS. THOMPSON: Relative to billing information,

4 I think there's two -- there's a new level that we will

5 provide.

6   One is the timeliness and databases we use to

7 collect recorded information and deliver it to you and

8 demonstrate what that looks like and the way that that

9 information is available to Pacific to create a bill for

10 the end user; and

11   Then the new request is to demonstrate what

12 happens -- what level of information and system access

13 the service representative has and the timeliness of the

14 information that they can query to respond to a customer

15 query or dispute.

16   MR. HURST: Yes. I think that's a fair

17 summarization of what I was asking for.

18   I mean I did also ask for a block --

19 functional block diagram with databases identified on

20 that functional block diagram.

21   MR. LAKRITZ: Eric?

22   MR. ARTMAN: Along the lines of the functional

23 block diagram, there was an indication earlier that

24 several modules are included in the processing between

25 the call record and the production as to an EMR.

26   I think that an inventory and a description

27 of those modules would be very helpful either in

28 a functional block diagram or something else, and some

1 indication -- I assume that it's a batch processing mode

2 that's going on, but I don't know that for sure, but

3 some indication along those lines.

4   Additionally, I would indicate that in the

5 off-the-record discussion I noted there may be a legal

6 issue as to discovery concerning actual end-user

7 response times that the incumbents may have, and that's

8 deferred for a later time for later consideration.

9   We've asked for that information, and I think

10 we've gotten it pretty clear, push back; that the

11 incumbents are not interested in providing it at this

12 time.

13   MR. LAKRITZ: All right. Does anyone have any

14 other questions related to billing issues that have

15 been -- that have not been discussed already in terms

16 of what they need to see from Pacific Bell?

17   (No response)

18   MR. LAKRITZ: Okay. Then I would propose that we

19 move on to GTE.

20   I'm sorry. Mr. Galligan?

21   MR. GALLIGAN: Just one comment.

22   Pacific, in it's initial filing on March the

23 4th, provided a diagram which I assume meets the

24 expectation of the CLCs.

25   MR. HURST: No, it does not meet the expectation.

26   You know, let me explain why.

27   We're not concerned -- in asking for this

28 block diagram, we're not concerned with the part that

1 transfers data to the CLCs; what we're concerned with is

2 how Pacific Bell provides this data to itself.

3 And in particular what we're concerned with is

4 where that data has electronic access to databases on

5 a real-time basis by Pacific employees, and how old is

6 the data in there.

7 And so we're asking for a functional block

8 diagram of your processes for your own arrangements, and

9 with those databases tagged in that block diagram, and

10 with a description of what kind of access is that?

11 Is that real-time access, or is it a query

12 that the answer comes back later, or is it -- and how

13 old is the data in the database that the person can

14 query.

15 I mean that's the kind of stuff that we're

16 looking for here that's not in that block diagram.

17 MS. THOMPSON: And can I just clarify, when you

18 talk about Pacific Bell employees, that you're

19 interested in customer-facing service representatives is

20 what you're asking and not internal --

21 MR. HURST: Yes.

22 MS. THOMPSON: -- not programer --

23 MR. HURST: Yes.

24 And, you know, there is one other thing,

25 Jonathon, that -- there's a general question about the

26 capacity of the systems.

27 And Pacific has provided in the agenda, which

28 I just -- you know, it's hard to shuffle all this --

1   I just got it -- but they provided on the last page of

2   that system capacities, and they've listed SORD, CLEO

3   PREMIS, and LMOS.

4   Now, first of all, it's not marked

5   proprietary, so am I assuming that this is not

6   a proprietary set of numbers?

7   MS. HOWARD: Right. That's right.

8   MR. HURST: Now, this doesn't reference billing

9   systems, does it?

10   MS. THOMPSON: No.

11   MR. HURST: So we don't have any capacity issues on

12   billing. So we don't know how many queries a day the

13   system can handle, we don't know --

14   MS. THOMPSON: Well, relative to your new

15   question --

16   MR. HURST: Uh-huh.

17   MS. THOMPSON: -- we'll need to go and validate

18   what -- at any system capacities at the service

19   representative level.

20   MR. HURST: Okay.

21   MS. THOMPSON: But in terms of processing through

22   of the call record and presenting you a bill -- which

23   we'd like to collect -- that we don't have capacity

24   issues in those systems' areas.

25   MR. HURST: Okay. Does that mean that you have

26   unlimited capacity? Or I don't understand what you --

27   what that means.

28   I mean, you know, I'd like a description.

1   You know, obviously, I have some expectation

2 of what the system is designed to handle. And you can

3 only spit out so much paper a minute.

4   So do you have a sense of how many bills or

5 how many usage things you can issue in a time frame,

6 that would be helpful.

7   MR. LAKRITZ: Let me just interject for a minute.

8   I think we really need to focus on just making

9 the requests and not expecting a response.

10   MR. HURST: Yeah, I don't want an answer.

11   MR. LAKRITZ: No. I understand.

12   MR. HURST: I'm just saying, you know, that if you

13 say there are no issue, we would just simply like to

14 know what does that mean.

15   Does that mean you have unlimited capacity, or

16 does that mean something different.

17   MS. HOWARD: We'll address that.

18   MR. HURST: Okay.

19   MR. LAKRITZ: Mr. Artman?

20   MR. ARTMAN: Two, I guess, clarifications on what

21 I've heard.

22   One was I understood that there was a request

23 as to whether or not this involves only inquiries and

24 responses to customer-facing employees; and for my

25 purposes, for the questions that we would ask, it would

26 not include just those.

27   It would not include things like programming

28 or maintenance on the system itself, but it would

1   include interactions with anyone who is involved in the

2   customer-service process.

3   For example, if there's a fraud detection

4   element and that raises a red flag for someone who then

5   goes and manually looks into the system and evaluates

6   that, we would certainly want to know about that.

7   I would assume that is somewhere in your

8   billing and tracking system, that fraud elements may

9   come up.

10   In response as to Mr. Galligan's statement

11 about the block diagram, which I assume to be page 11 of

12 the March filing, there's a block at the bottom labeled

13 Usage Processing Guides Records, and that was

14 specifically the area here that I had asked for, a

15 breakdown into the functional modules and the names of

16 what -- and that sort of thing they do.

17   For instance, that arrow refers to CRIS and

18 CABS generally; again, a more specific description of

19 those systems and their individual modules that govern

20 the process, and that's the kind of thing that we're

21 looking for.

22   Thank you.

23   MR. LAKRITZ: Mr. Khanna?

24   MR. KHANNA: In the interest of saving some time,

25 I think the concept, though, that Michael made needs to

26 carry over into the other aspects that we've been

27 looking at, preordering and so forth.

28   And I just want to make sure that that concept

1   is -- we don't have to reiterate that every time this

2   discussion comes up.

3   For example, in preordering, you know,

4   a loop -- the same questions -- we seek answers to the

5   same questions.

6   For example, what would a GTE or Pacific Bell

7   representative do in providing service to its own

8   customer to determine whether a loop is capable of

9   carrying a certain signal or not?

10   We're not asking when they're going to relay

11 that information to the customer, just what process do

12 they go through for themselves, and how will that be

13 made available to us so that we can, you know, move

14 forward in processing the customer's request.

15   MR. LAKRITZ: Is there anything else on

16 Pacific Bell?

17   Otherwise, I think we should move on to GTE.

18   Sir, if you'd introduce yourself, please.

19   MR. LANGLEY: Rodney Langley with GTE.

20   You are going to hear pretty much the same

21 information that you just heard from Pac Bell relative

22 to our processes.

23   We, in fact, will be recording at the switch

24 for resell; and we'll record in the same manner that we

25 record for ourselves -- same call detail, the same type

26 of call record.

27   We, in fact, will process those calls through

28 our system.

1   We have a database that we have designed

2   strictly for the purpose of determining whether that

3   call resides with a GTE end user or with a CLC

4   end user.

5   At that point we will create an unrated record

6   which we will provide to the CLC.

7   The processing interval for those records will

8   be the same interval that we use for ourselves: daily,

9   Monday through Friday, in some cases it's six days

10   a week. But primarily, again, it will be the same cycle

11   under which we process calls for ourselves.

12   Again, we will be providing unrated records

13   with the exception of in collect. Those will be coming

14   to us, we will pass those as rated records.

15   Opportunities for delivering the bill to the

16   CLC, we really have three opportunities:

17   One would be the default back to paper;

18   We will also have EDI and mag tape. EDI is

19   going to be using industry standard 811 record 4-minute

20   record, for bill delivery; and, again, we have the

21   opportunity to send that record to you through

22   a value-added network or over NDM.

23   In terms of the daily records that we'll be

24   sending, those will be either NDM or on mag tape.

25   In terms of the question that was raised about

26   access to records, our contact reps see those records

27   after they are processed on the bill.

28   And again, that's a process that would be

1   afforded to the CLC by processing the daily records that

2   we provide and then developing a database or a record

3   access, as they choose.

4   So, again, the processes that we're using are

5   very much like those of Pac Bell.

6   Any specific questions?

7   MR. LAKRITZ: Eric?

8   MR. LANGLEY: Yes?

9   MR. ARTMAN: If you can assume that all of the

10   specific questions I addressed to Pacific Bell are also

11   addressed to you, you don't have to listen to me go

12   through them again.

13   Will you accept those as requests from me?

14   You don't have to respond to whether or not

15   you want to answer them. But if you'll just accept

16   those as requests, I'm done.

17   MR. LANGLEY: I made a note of your requests.

18   MR. ARTMAN: Thank you.

19   MR. GOLABEK: Just as a clarification here, are we

20   going to be able to get a daily transcript of this,

21   since we have a short turnaround time to answer all

22   these questions.

23   MR. LAKRITZ: We'll be off the record, please.

24   (Off the record)

25   MR. LAKRITZ: We'll be on the record, please.

26   So there was a general request from Mr. Artman

27   to take all the questions that he had asked of

28   Pacific Bell and that GTE would respond to the same

1   questions, and is that -- are there any questions that

2   are unique to GTE only that haven't been asked of

3   Pacific Bell; and, if not, then we should probably ask

4   the general question to GTE which is, you've heard the

5   concerns that were expressed about Pacific Bell, and

6   I think that people probably share the same concerns

7   about GTE.

8   Is it safe to assume that you can respond to

9   the same questions?

10   MR. LANGLEY: Yes, we'll take those questions

11 back.

12   I would like to add an additional statement,

13 because I talked primarily about resell.

14   In the arena of unbundled, again as Pac Bell

15 expressed, we will be measuring unbundled or switching

16 differently than we do resell; and we will be looking at

17 originating and terminating traffic; and, again, that's

18 going to be based, the illness will be based --

19   THE REPORTER: I'm sorry. The what will be based?

20   MR. LANGLEY: The billing will be based -- or the

21 records will be based -- I'm sorry -- on the final

22 outcome of the elements that are applicable for local

23 switching.

24   MR. LAKRITZ: I'm sorry. Carol?

25   MS. BUSSING: Yes, Carol Bussing for Sprint.

26   Would you please address in the filing how

27 discrepancies are going to be handled when there's a

28 difference between our auditing of the billing during

1   the month and the wholesale bill that we get?

2   For example, GTE does rounding up in their

3   wholesale billing, and there's significant

4   discrepancies, and that we'd like to have a response on

5   how those discrepancies are going to be responded to.

6   MR. LANGLEY: And, again, you're talking about

7   between the daily records and the wholesale bill?

8   MS. BUSSING: And the wholesale bill.

9   MR. LANGLEY: Okay.

10   MR. LAKRITZ: Any other specific questions for

11 GTE?

12   MR. HURST: Yeah.

13   I'm assuming that this is going to work real

14 well if they're just going to take the questions we have

15 for Pac Bell and apply -- and try and answer them

16 themselves, like my questions on the block diagram, so

17 I don't need to review any of that.

18   MR. LAKRITZ: Sir?

19   MR. GOLDBERG: Rick Goldberg for Sprint.

20   Just to clarify that, we would like Carol's

21 question to apply to Pac Bell as well in the case of

22 discrepancies.

23   MR. LAKRITZ: I think I asked the general question

24 of GTE that any questions that were asked of

25 Pacific Bell, they would also respond to the same set of

26 questions.

27   MR. GOLDBERG: And vice versa.

28   MS. HOWARD: He's saying --

1   MR. LAKRITZ: And vice versa; is what you're

2 asking?

3   Is that is that okay, Sheila?

4   MS. HOWARD: Yeah. We'll take that up.

5   MR. LAKRITZ: Thank you.

6   We'll be off the record, please.

7   (Off the record)

8   (Recess taken)

9   MR. SANDOVAL: We're ready to proceed.

10   My name's Bill Sandoval, and I'm also with the

11 Telecommunications Division.

12   And Pacific's going to begin the discussion on

13 their pre-ordering OSS process.

14   Sheila?

15   MS. HOWARD: Just one question before we get on

16 with that.

17   I know that the gentleman from COVAD

18 specifically identified a product that he would like to

19 see, in the filing on the 20th, and what we need to do

20 is, before the end of the day, we need to make sure that

21 we have complete closure on what specifically we'll be

22 providing, because, as you know we have very many

23 products, and it is not feasible to go through every

24 individual product and provide that information on the

25 20th.

26   And we don't want the understanding that we

27 are going to be doing that, because that is not

28 something that we would be able to do by the 20th.

1   So I -- we certainly will put together

2 unbundled elements -- you know, services and explain the

3 processes and so forth. But that we go through every

4 product specifically is something that we will not be

5 able to do.

6   MR. SANDOVAL: Did you want to add to that

7 Michael? Or --

8   MR. HURST: I'm not from COVAD.

9   MR. SANDOVAL: Yeah, Dhruv isn't here, so why

10 don't we re-address and bring this question up again

11 when Dhruv comes.

12   John?

13   MR. GUTIERREZ: John Gutierrez from Continental.

14   I would just like further clarification by

15 Pacific Bell when it said they cannot do all services

16 but it is the intention I hope to do more than just the

17 1MB that was used by way of example by the Judge.

18   Specifically, I would be interested in if

19 Pacific can accommodate 1FR.

20   MS. HOWARD: I'll speak to that.

21   We -- in the package -- we also have consumer

22 in the package, John; it's just that because the Judge

23 said 1MB, we zeroed in on 1MB for today's meeting.

24   But the package does include consumer as well

25 as business. So that's already included in that.

26   MR. GUTIERREZ: Okay. Billing -- I don't want to

27 speak for Dhruv either.

28   MR. HURST: Billing, huh?

1   MR. SANDOVAL: Eric?

2   MR. ARTMAN: To the ex- -- I mean is this the

3 appropriate time to chime in with those specific

4 services we'd like to see a response on?

5   To the extent you're currently providing ADSL

6 to any customers, we'd like to see your processes for

7 that.

8   MR. SANDOVAL: You know, my sense of what the

9 Judge asked, because the staff did kind of sit down and

10 kind of assist the Judge in developing that question,

11 was an overview using 1MB as example.

12   So if we want to get into specific services

13 now -- I don't know that really it facilitates the

14 understanding that's necessary to see how Pacific Bell

15 generally defines and initiates and does all the things

16 that the Commission orders Pacific Bell and GTEC to do.

17   So at this juncture my sense is we're trying

18 to get a sense for the overview; and then at a future

19 time, dealing with the more extensive workshops we're

20 going to have, that we're going to do in a couple weeks,

21 then we're going to actually start adding on services.

22   MS. HOWARD: Thank you. We would concur with

23 that.

24   MR. SANDOVAL: Michael?

25   MR. HURST: Yeah. I have no problem with using the

26 1MB in your narrative as your sort of detailed

27 description, but I would like to request that the block

28 diagrams, if there are systems that aren't used for 1MB

1   but are used for other categories of service, that

2   they're at least identified, you know, so that we know

3   that those systems exist out there for those other

4   services.

5   MR. SANDOVAL: Eric.

6   MR. ARTMAN: That would be helpful and save time

7   later on, and I think that's a reasonable way to

8   approach these things.

9   I'm trying to give some warning ahead of time

10   of what we're going to be looking for.

11   MR. SANDOVAL: Okay. And both Pacific and GTEC

12   can do that?

13   MR. LANGLEY: Yeah (nodding head).

14   MR. SANDOVAL: Chris?

15   MR. VIVEROS: Yeah.

16   To the extent that it's feasible that we can

17   do that in the time frames we're talking about, we would

18   be more than willing to do that.

19   But really to be confident that you've

20   addressed every about database that you have would mean

21   going through every one of those process flows by

22   product, which is what we're saying, we really don't

23   have the time to do.

24   MR. SANDOVAL: Okay. Yeah. And, once again,

25   I think the mindset and focus of at least this

26   mini-workshop session is to essentially begin with broad

27   strokes painting the building but not to determine

28   whether it's a size -- gauge six nail or a gauge two

1 nail. We very much don't have the time to do that. So

2 we do want to save that.

3   And that, with more time, obviously, we can

4 start focusing on specifics.

5   Michael?   ]

6   MR. HURST: Fine.

7   You know, I think we have the same objective

8 here.

9   We don't want to create something that we

10 can't produce in a short time frame, but if it is --

11 if the burdensome part of identifying the other systems

12 for the other services is coming up with a detail such

13 as the databases, I think the comments should at least

14 describe the fact that those databases aren't in the

15 block diagrams.

16   But if there are a higher level of details

17 you can give of the basic functional blocks that you

18 have to go through for other services that aren't used

19 on 1MB, that would be very helpful.

20   So I'm asking for the same kind of detail,

21 but I'm asking for an identification of what's not

22 in here.

23   MR. SANDOVAL: Michael?

24   MR. GALLIGAN: The concern that I have and that

25 I would like to avoid is they have asked both Pacific

26 and GTE to provide a filing on March the 20th for a

27 prehearing conference on the 25th, and what I would like

28 to avoid is a prehearing conference on the 25th that

1   goes in much the same direction as the one went on March

2   the 11th.

3   So from my perspective I would like to make

4   sure that when we leave here today, that it's relatively

5   clear what it is that this Commission expects from us

6   on March the 20th, and to the extent we're being asked

7   to provide an inventory of every database that's used in

8   Pacific Bell in the provision of the -- provision or

9   maintenance or ordering of service, I don't know that

10   we would be able to do that.

11   And I think what we were asked initially, in

12   the initial order, was for a concise description of

13   those systems and databases that are used by the retail

14   side and how they're used in -- with the CLCs.

15   If we want to broaden that I don't have a

16   problem with that, but I would like to make sure that it

17   is clear what it is that we are to provide on the 20th,

18   because it is our objective to meet the expectation of

19   the Commission and of the CLCs.

20   MS. HOWARD: Yes, we included -- in the agenda that

21   we provided, that that was one of the items that was

22   suggested in the agenda for the meeting.

23   MR. LAKRITZ: All right.

24   Eric?

25   MR. ARTMAN: I'm not sure I see today's workshop

26   as necessarily specifying those items that need to be

27   in the response or don't need to be in the response.

28   I understood today's workshop to be for you

1 to receive additional requests from us and then you

2 would file your response, and the sufficiency of that

3 response would actually be judged at that following

4 prehearing conference.

5   This is -- overall, the question that was

6 raised at the last prehearing conference was whether

7 or not we were going to be able to utilize the workshop

8 process or whether or not we were going to have to go

9 to litigation, and I think it really behooves

10 the incumbents to put as much information as possible

11 in these filings, to be as forthcoming as possible, and

12 to explain any absences that are there, and that's

13 the best thing that would help us to move forward on

14 workshops.

15   Otherwise we're faced with the alternative

16 that was mentioned.

17   MR. SANDOVAL: I'm going to be direct right now

18 rather than hear what the parties define what the

19 workshop objective is.

20   What we believe the workshop objective is at

21 this point is to get as much usable information as

22 possible in a very finite time frame.

23   There's a very finite time frame available,

24 and we won't have unlimited time.

25   On the one hand we're asking a lot of the

26 LECs, but on the other hand we have to acknowledge the

27 needs of the competitors.

28   With that in mind, what I really want to find

1 out is closure on this middle ground.

2   There will be depositions if necessary.

3 The LECs are well aware that the Judge will order

4 depositions and has no compunction about it.

5   So if there's a perception that they're

6 dragging their foot, there's really no benefit to that

7 in my mind because depositions will be forthcoming.

8   So I think we need to find a middle ground on

9 this. So I want to find some middle ground, where it is

10 here.

11   MR. HURST: I did try to make a proposal.

12   If you're going to do the 1MB example and

13 you're going to have the detail on that, that's fine,

14 but I just wanted some description in there of what

15 additional systems are used for other services and which

16 of these systems aren't used for other services.

17   I'm not asking for, in this time frame, I mean

18 "Here's where we're going to be." We are not just a

19 1MB service provider.

20   We're going to want to know what these systems

21 are for all the others.

22   Now, if within the time frame you can't tell

23 us, it's so complex that you can't tell us what the

24 databases are and what the systems are for the non-1MB

25 services we're going to ask for depositions.

26   I want to make that very clear.

27   But if you can't do it within this time frame,

28 I want to at least get something out there that's doable

1   and helpful.

2   So I would be willing to concede that you just

3   give us a description of what the general blocks are for

4   the other systems that exist for other services, and

5   then we'll make our argument to the Judge that we need

6   to go to depositions on them.

7   MR. SANDOVAL: Does that seem fair enough?

8   MR. GALLIGAN: It seems fair enough to me.

9   MS. HOWARD: Yes.

10   MR. SANDOVAL: Okay. Preordering?

11   MS. HOWARD: Okay. Mark Chamberlin is now going

12   to discuss preordering, again for retail and wholesale,

13   and he will bring in to -- after he does the 1MB,

14   he'll talk briefly about unbundling, or as much as

15   necessary.

16   MR. CHAMBERLIN: My name is Mark Chamberlin.

17   I'm with Pacific Bell, and I'm here today

18   to discuss what we are currently doing in the

19   Pacific Bell business office for retail business

20   customers and how they go about placing an order, as

21   well as -- what we've developed for resale customers

22   as well.

23   What we did in our flow charts that we filed

24   on March 4th was to look at the new connect process for

25   a business line -- that would be a simple 1MB line --

26   and what we passed out today for your reference was

27   looking at the questions that AT&T and MCI had filed and

28   how that relates to what we did file on March 4th.

1   Again, the flow chart that we mapped out was

2   really specifically to a new connect service.

3   So the first question on the preorder

4   goes -- I'll be talking about the preordering and

5   ordering -- had to do with service configuration, and

6   normally on new connect services we don't know what

7   the service configuration is.

8   We negotiate that with our end-user customer

9   and develop what their service is going to look like,

10   and I believe that's what the CLCs do as well.

11   To the extent that this was an order that

12   required service configuration, we do have access to

13   that information in our database, the so-called SORD

14   service order retrievable and distribution system.

15   So we can pull that out.

16   However, that does contain proprietary

17   customer information and there are some rules around how

18   we release information to CLCs, and that is the current

19   customer service record process where they would send us

20   a form stating that they have authorization to receive

21   this information, and then we would get that information

22   back to them.

23   So that's only when they're actually making

24   changes to their existing service configuration is that

25   information really required.

26   The next question had to do with services

27   available from the switch.

28   In our business office, what our service reps